

Cristian J. Perez

<https://www.linkedin.com/in/cristianjperez> - cristian.j.perez@gmail.com - Austin, TX

Summary of Skills

- ❑ Expertise in content lifecycle management, including prototyping, content development, and modeling
 - ❑ Knowledge bases, developer and API documentation, web development, user experience, localization
 - ❑ B.S Computer Science, M.S. Technical Communication, M.A. Spanish Translation and Interpreting
 - ❑ Fluent in English and Spanish, intermediate Portuguese, certified English as a Second Language instructor
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Professional Experience (most recent)

Cloudflare, Inc., Austin, TX - Program Manager, Technical Support Content Mar 2018 - Present

- ❑ **Focus areas:** Information architecture, content modeling, content development, team leadership
- ❑ **Technologies:** Python, React, JSON, JavaScript/CSS/HTML, APIs, Git, SQL, Gatsby, Contentful, Hugo
- ❑ **Projects:**
 - *Help Center:* Revamp all support content from bottom-up, optimize content management, migrate to headless CMS, define content and product taxonomy, manage localization lifecycle
 - *Content Analytics:* Measure content effectiveness with Google (Analytics, Big Query, and Data Studio)
 - *Developer Portal:* Develop content for Firewall Rules, Cloudflare Logs, and other products
 - *Cloudflare Dashboard:* Act as UX writing consultant for product design

Oracle America, Inc., Austin, TX - Principal User Assistance Developer Jul 2014 - Mar 2018

- ❑ **Focus areas:** Content development and curation, prototyping and diagramming, tutorials, usability
- ❑ **Technologies:** JSON, JavaScript/CSS/HTML, Node.js, Visual Basic, REST APIs, YAML, Java, MySQL
- ❑ **Projects:**
 - *Oracle Cloud Guided Journey:* Managed and curated scenario-based portal to guide new PaaS Cloud users to quick success, developed chatbot proof-of-concept using Oracle Mobile Cloud
 - *PaaS for SaaS Developer Portal:* Curated and developed documentation resources for sample applications and SDKs, managed associated metadata
 - *Learning Paths:* Configured and published tutorial collections for customers and internal audiences
 - *Oracle Learning Library:* Revamped admin documentation, ran usability tests and bug hunts

Additional professional experience on page 2

Technical Skills

- ❑ **Programming:** Python, JavaScript, JSON, React, Git, YAML, Java, Visual Basic and VBA, DITA, XML
- ❑ **Databases:** MySQL, Google Big Query, Microsoft SQL Server and Access, SQL Server Reporting Services
- ❑ **Translation technology:** Translation memories, term extraction, document alignment, Memsource
- ❑ **Other:** Google Analytics, Google Data Studio, Zendesk API, Contentful content modeling, Atlassian: Confluence, JIRA, and BitBucket

Professional Experience (additional)

ITESO University - Guadalajara, Mexico - Adjunct professor Aug 2010 - Dec 2015

- ❑ Taught advanced English as a second language, planned lessons, designed custom class materials
- ❑ Designed, developed, and facilitated face-to-face and virtual courses focused on academic writing, including *Critical Reading and Writing* and *English for Engineers and Scientists*
- ❑ Supported and tutored *Language Lab* users, led *Writing Center* tutoring
- ❑ Managed and supported applications and virtual course delivery platform (Moodle) for *Language Center*

Pan American Games Guadalajara 2011 Organizing Committee - Mexico Apr 2009 - Feb 2012

- ❑ Official translator and interpreter: Managed English language communication to support planning and execution of this highly-complex continental sporting event (~6,000 athletes)
- ❑ Managed translation process for 5,000+ pages of content (technical manuals, press publications, web pages, presentations, and Games final report)
- ❑ Processed and disseminated technical information related to sports, logistics, safety, and marketing
- ❑ Recruited and trained 90 Language Services volunteers, designed and developed training materials
- ❑ Interpreted for executives, managers, and dignitaries in business and technical meetings, press conferences, and protocol ceremonies

Self-employed, Guadalajara, Mexico - Entrepreneur Jan 2006 - Aug 2010

- ❑ Ran a successful *Yoga and Pilates* studio chain, taught *English for Business* at multinational corporations

NextSource Inc., New York, NY - Consultant, Information Systems April 2006 - Oct 2006

- ❑ Achieved high resolution of support issues and prevention under 3 months, performed tech support QA, managed in-house Human Capital Management system running on Oracle database

FactSet Research Systems Inc., Norwalk, CT - Asst Director, Information Systems Mar 1998 - Mar 2006

- ❑ Managed tech staff of 25 to develop Online Assistant, Broadcast, and CRM systems
- ❑ Led FactSet Online Assistant implementation, a groundbreaking online help system hosting 10,000+ pages
- ❑ Established internal technical support org with international coverage as company grew dramatically
- ❑ Managed migration of CRM and Ordering systems from Lotus Notes to a database driven web application

Telcordia Technologies, Inc., Piscataway, NJ - Web Developer May 1996 - Mar 1998

- ❑ Developed web & e-learning content, coordinated public website content releases, managed deliverables

Education

- ❑ M. S. **Technical Communication**, Graphics certificate - Rensselaer Polytechnic Institute, Troy, NY
- ❑ M.A **Spanish Translation and Interpreting** - University of Texas and Universidad Autonoma de Barcelona
- ❑ B. S. **Computer Science**, minor in Marketing - New York Institute of Technology, New York, NY
- ❑ Cambridge University **In-Service English Language Teaching Certificate (ICELT)** - ITESO, Guadalajara
- ❑ **English Teaching Certificate (TEFL/TESOL)** - International Teacher Training Organization, Guadalajara